

AIR RESOURCES BOARD

# Examination Guide

INTERVIEWS



Prepared By:

Office of Human Resources

Administrative Services Division

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**Office of Human Resources**

**Administrative Services Division**

# EXAMINATIONS

The Air Resources Board (ARB) operates under the civil service system of the State of California. To enter State service or advance your career once you've obtained State civil service status, you **MUST** compete in an examination for that specific classification and score high enough to obtain reachable status (e.g., ranks 1, 2, or 3) on the hiring list.

This guide provides general information on examination announcement, applications, test components, and the interview process. This overview of the examination process should be utilized as a source of reference only.

Additional information may be obtained by contacting any member of the Examination Section.

## EXAMINATION PLAN

Prior to an exam being administered, an annual Examination Plan is developed based upon the Board's testing needs. The timeframe for administering a departmental promotional examination generally requires three months from start to finish, while open exams require a minimum of four to five months from start to finish.

Departmental Subject Matter Experts (SMEs) from both El Monte and Sacramento work with the exam staff to determine the type of exam needed. In addition, they may assist with application review, development of test questions, and serve as panel members. Their participation is confidential and candidates may not know their identity until the day the exam begins.

## EXAMINATION PROCESS

1. Management determines the need for an examination.
2. Examination is scheduled and placed on annual Examination Plan.
3. Examination bulletin/announcement is released.
4. Candidates submit an application form.
5. Applications are reviewed to determine whether candidates meet the requirements for admittance to the examination.
6. Candidates are notified whether or not they meet the requirements for admittance.
7. Candidates that meet the requirements for admittance are notified of exam dates/times.
8. Examination is administered.
9. Final scores are assigned.
10. Candidates are notified of test results.
11. Listing of successful candidates is established.
12. Management hires/promotes individuals from certification list.

## TYPES OF EXAMINATIONS

Listed below are some of the types of examinations administered:

- **Open Only** - competition is open to all qualified applicants. You do not have to be a State employee to participate in this type of exam. The result of this type of examination is a departmental/open list of qualified non-State employees.
- **Open and Promotional** - competition of qualified State employees and non-State employees is allowed. Both open and promotional lists are the result of this type of examination.
- **Open/Non-Promotional** - competition of qualified State employees and non-State employees is allowed. A single list results from this type of examination.
- **Departmental/Promotional** – competition is limited to qualified State employees. Applicants must have a permanent civil service appointment with the ARB within the past three years and/or as of the final filing date. The result of this type of examination is a departmental/promotional list of qualified candidates from ARB.
- **Servicewide/Promotional** - competition is limited to qualified State employees who have permanent civil service appointments with any department. The result of this type of examination is a servicewide list of qualified candidates from applicable State departments.
- **Spot** - this type of examination is utilized when the candidate group exists in one location. Competitors must take the examination in the location indicated on the examination announcement regardless of place of residence. The result of this type of examination is a departmental list for a specific geographical location. (NOTE: If an examination is being administered for multiple spots, you may only compete for one spot.)

## EXAMINATION INFORMATION

For testing information regarding current/future promotional and/or open exams, check the:

- [ARB Website](http://www.arb.ca.gov) (<http://www.arb.ca.gov>);
- E-Mail notification ([Majordomo@listserv.arb.ca.gov](mailto:Majordomo@listserv.arb.ca.gov));
- ARB 24 hour job line at 1-800-637-8910; and,
- Capitol Weekly.



## EXAMINATION BULLETIN

The examination bulletin is an announcement that provides applicants with important details concerning a specific examination, such as the:

- name of the **testing department**;
- **type of examination** (whether it's an open or promotional exam);
- **testing class title**;
- **position statement** (which describes the typical duties);
- **salary range** (beginning and ending salary);
- **location** (where the vacancies exist);
- **final filing date** (the last day an application will be accepted);
- **written test date, if applicable**, and/or the anticipated **interviews dates** (the timeframe allowed to prepare for the exam);
- **desirable qualifications** (beneficial to the candidate's competitiveness in the examination to the minimum qualifications but not a requirement);
- **special requirements** (a requirement that must be met prior to being hired);
- **minimum qualifications** (the education and/or experience entrance requirements to compete in the exam);
- **scope** (the knowledge, skills, and abilities that exam questions developed are based on), also referred to as the **critical class requirements**; and,
- any **special feature** which pertains to that specific testing class.

NOTE: The exam bulletin will indicate whether veterans points and/or career credits are awarded. If granted, those points are added to the final score only after the candidate has successfully passed all parts of the exam.

Exam bulletins are color coded to distinguish among different types of examinations, as follows:

COLOR	TYPE OF EXAMINATION
White	Open or Open/Non-Promotional examinations
Blue	Open or Open/Non-Promotional examinations with <u>continuous filing</u> . Testing is done at various intervals throughout the year as needed.
Blue	LEAP (Limited Examination and Appointment Program). This testing program allows alternate entry into State service for persons with disabilities.
Green	Open/Spot examinations. Geographic locations(s) for which the examination is being given are specified.
Pink	Promotional examinations. State employees who meet minimum requirements may compete in these examinations.

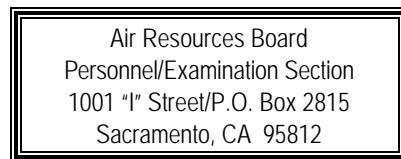
## THE APPLICATION FORM

For most examinations, the standard State Application (Form Std. 686) is used. This form **MUST** be completed and signed prior to submitting. The State application form may be obtained:

- by contacting any member of the Examination Section;
- on [ARB's Website](#);
- at local offices of the Employment Development Department;
- at State Personnel Board (SPB) offices; and,
- on [SPB's Website](http://exams.spb.ca.gov/capp.htm) (<http://exams.spb.ca.gov/capp.htm>).

## APPLICATION FILING:

It is imperative that your application is submitted as instructed on the examination bulletin. In most instances (see bulletin for specifics), applications may be mailed and/or hand delivered to:



NOTE: Be sure to make a copy of your application package for your records so that you can refer to it throughout the exam process. If mailed, the date of the postmark must be on or before the final filing date. If it is delivered in person, it must be received no later than 5:00 p.m. on the final filing date.

## APPLICATION SECURITY MEASURES

Laws have been passed which affect the information disclosed on the application form.

- Assembly Bill 3050 provides that persons convicted of any offense specified in Health and Safety Code Section 1136.5 need not disclose such conviction. This section pertains to various marijuana offenses.
- Government Code 19706 states that applicants need not disclose the following dates on the application; birth date; completion of high school and GED tests; certifications of proficiency or vocational competence; and license or membership in professional organizations. However, this information may be requested prior to a job offer.

## LATE SUBMISSION OF APPLICATIONS

Late applications may be accepted under the following conditions:

- The application was delayed due to a verified error on the part of staff, administrative error, or postal authorities.
- The application was delivered to the wrong State agency and was postmarked by the postal service and/or date stamped on or before the final filing date specified.
- A verified distribution problem prevented timely notification to the employee.
- It is verified that the applicant failed to receive timely notice of a promotional exam because the employee was away from normal place of work during the entire examination publicity period.



Late applications will not be accepted for the following reasons:

- The applicant claims the application was mailed or hand delivered prior to the final filing date, but the ARB does not have the application.
- The application is postmarked or delivered after the final filing date (unless the post office verifies this was due to an error on their part).
- The applicant states they did not see the bulletin.
- The applicant claims they put the application in interagency mail prior to the final filing date, but ARB Exam Section received it after the final filing date or did not receive it at all.
- The applicant gives their application to another person to turn in, but it is not received by the ARB Exam Section by the final filing date.

## APPLICATION REVIEW

Once your completed State application form is received, it will be reviewed to determine whether you meet the minimum requirements for admittance to the examination for that specific classification.

If you meet the minimum requirements, you will receive a notice in the mail scheduling you for the next phase of the examination (which is normally the oral interview), approximately three to four weeks after the final filing date. If you do not meet the minimum requirements, you will receive a notice in the mail informing you of that determination. You will be allowed seven working days from the date of the notice to provide any additional information that you feel may qualify you for the examination.

## RESCHEDULED EXAMINATIONS

**Acceptable** reasons for rescheduling an exam date include:

- The candidate is entitled under Government Code Section 18940 to a deferred examination because of the candidate's **religious convictions** (applies from sundown Friday to sundown Saturday). The candidate may also be rescheduled if the examination date coincides with a religious holiday of the candidate's particular faith. This request must be made on or before the final filing date.
- The candidate has a **military obligation** on the date of the examination that cannot be changed. This requires orders or written substantiation from the candidate's commanding officer.
- A rescheduled examination is necessary to **rectify an error** by the ARB staff.
- The candidate's examination notice is not received on time due to a verified **postal error**. This requires proof from the postal service or a signed statement from the candidate.
- The **date of the written examination is changed** from the initially announced date and the candidate has other obligations on the new date.
- The ARB **does not conduct the interviews during announced anticipated timeframe** and the candidate has other obligations when the interviews are conducted.
- The candidate is on an official summons for **jury duty** or **under subpoena** to appear in court.

**Additional** reasons for rescheduling an exam that applies to current State employees only, include:

- The candidate is entitled under the law (Government Code Section 19776) to a deferred promotional examination because of being on **military leave** at the time of the original examination (application must be made no longer than six months after reinstatement from military leave). This requires a copy of orders and written substantiation from the candidate.
- The candidate is on an **official department assignment** that cannot be changed. This requires written substantiation by the employee's supervisor or departmental Personnel Officer.
- Candidate's **illness or accidental injury**, family illness, or death of an immediate family member prevents the employee from taking the regularly scheduled examination. This requires written substantiation from the employee's supervisor and/or physician.

**NOTE:** At the time of a rescheduled written test, the candidate will be required to complete an affidavit stating that they have neither discussed the test with other competitors nor reviewed the test material.

## EXAMINATION COMPONENTS

All examinations consist of at least one component that assesses a candidate's knowledge and/or abilities relative to the classification being examined. The entitled "Examination Information" on the examination bulletin will tell you what exam component is being used and what effect (known as 'weight') each component will have on your final score. There are several types of tests. The most common examination components are described below. Any one or a combination of the following types of tests may be used.

- **Written Test** - is utilized in some examinations and typically consists of 50-100 job-related multiple-choice questions. Examinations usually last two-three hours. Applicants competing in the exam will be notified of their test results four-six weeks after the test date. Candidates that pass the written test will be scheduled to participate in the oral portion of the examination. If the entire exam consist only of a written, weighted pass/fail only, you will not receive a score.
- **Oral Interviews** - may be called Qualifications Appraisal Panel (QAP), Employee Development Appraisal, and/or a Promotional Readiness Examination. There are two types of oral interviews, both consist of a panel of two - three people who are responsible for evaluating your responses to job-related questions. The candidate is rated on what is discussed in the interview. This is the candidates opportunity to convince the panel how their qualifications (e.g., education and experience) exceeds the qualifications of the other candidates competing in the examination.

Structured Interview - the candidates will be given a number of questions to respond to before their oral interview and are usually asked to present those responses to the panel. (Note: There may be additional questions.)

Patterned Interview - the candidates have no advance knowledge of questions, instead must respond to a set of core questions asked of every candidate.

- **Supplemental Application** - is best utilized for screening large candidate groups and is always used in addition to the standard State application. It consists of a self-assessment questionnaire. Qualifying candidates are required to respond to several job-related questions that include areas regarding training (formal and informal), education and experience. There may or may not be an oral interview. See the exam bulletin for specifics.
- **Education and Experience** - consist of an evaluation of information contained in candidates' standard employment applications. The candidate's score depends entirely on the information he/she provided in relation to the information provided from other competitors. There is no written test or oral interview.  
NOTE: The resulting eligible list is limited to three ranks. All of the applicants who meet the requirements for admittance to this type of examination will be ranked in one of the three passing ranks.





## NON-CONFIDENTIAL PRE-EXAMINATION STUDY MATERIAL

Departments may develop non-confidential pretest study material for on-site study group sessions. If departmental staff (including prior competitors and supervisors of those testing), are asked to instruct the sessions, their discussion and/or material should be limited to generalization of the class concept, critical class requirements, knowledge, skills and abilities, and an overview of their unit's duties and responsibilities.



- **Informal study groups** - consist of two or more competitors in a specific examination who wish to meet on their own time to prepare for an examination.
- **Formal study groups** - are permissible, however, organizers of such study groups must notify the ARB Exam Section and/or Equal Employment Opportunity Office of all planned sessions. All material must be approved in advance. All departmental competitors should be provided the opportunity to attend. (It is advisable to post a notice of each session to notify all potential departmental competitors.)

No test material from prior examinations shall be used. No person with direct knowledge of the current examination (e.g., persons acting as departmental consultants in preparing test material or who will serve on the interview panel), should participate in either formal and/or informal study group sessions. Study group instructors and participants must be careful not to compromise the integrity or confidentiality of the current examination.

Questions regarding the appropriateness and content of formal study groups may be referred to the Equal Employment Opportunity Office and/or Exam Section. ALL material must be reviewed and approved in advance.

NOTE: When an official pretest study guide is not available, examination staff members may not suggest materials to candidates. Staff may assist competitors by referring them to the scope section of the examination bulletin.

## INTERVIEW PREPARATION

- **Keep a copy of your application and review it carefully before the interview.** Panels often use the application as the starting point of the interview.
- **Study the “Scope” on the examination bulletin.** These are the areas in which you will be asked questions.
- **Never go into an interview without any knowledge of the duties and responsibilities of the testing class.** Talk to people who work in that particular area.
- **Think through each qualification required.** Try to come up with the kinds of questions you would ask if you were a member of the interview panel.
- **Do some general reading in areas in which you feel you may be weak.** For example, if the job involves supervision, some general reading about supervisory methods and practices may be useful. It may also be helpful to study agency procedures or detailed manuals.
- **Get a good night’s sleep and watch your general health and mental attitude.** You will want a clear head at the interview.
- **Give yourself plenty of time to get to the interview.** Plan to arrive early. You may want to take along a copy of your application to review while you wait.
- **Personal appearance is important.** You are not scored for appearance, manners, attitudes and expressions. However, it is important for you to give the best overall impression of yourself.
- **Upon arrival at the interview location, note the names of the panel members.** Names/roles are usually posted near the interview room.
- **Remember that the interview panel’s job is to help you do your best.** Panel members are obligated to make a fair and impartial appraisal of your qualifications for the classification in question and want to see you in your best light.
- **Be pleasant but do not initiate extensive small talk.** This is a business situation, and should be considered as such. Further, the interview panel’s time is limited, however, the panel may choose to make small talk at the beginning of the interview to make you feel more comfortable.
- **Inform the panel chairperson if you discover that you are related to a member of the interview panel.** The panel member will be excused during your interview.
- **The interview usually lasts 20 to 30 minutes.** Allow the panel member to present the question, then reply to that person but do not exclude the other members.
- **Do not interrupt.** Panel members may be stating a problem for you to analyze. Let the problem be stated and wait for the question.
- **Make sure you understand the question.** Do not try to answer until you do. If the question is not clear, restate it in your own words or ask the panel to repeat it for you.
- **Reply promptly but not hastily.** It is all right to pause for a couple of seconds before answering. A brief answer is proper; but make sure it is complete.
- **Keep your replies to the point.** Be brief when you illustrate your relevant experience.

## INTERVIEW PROCESS

Those that meet the entrance requirements are scheduled for an oral interview by a panel of select individuals. The interview panel is composed of a chairperson and one or more State service representatives. The chairperson has been trained to make sure that the interviews are administered in a fair and equitable manner. The State service representatives usually work in the program area where the testing class is used and are considered the experts in the field.

When it is time for the interview, the interview will proceed as follows:

- You will be greeted by a panel member (usually the chairperson), who will escort you to the interview area. There you will be introduced to the other panel members and asked to take a seat.
- The chairperson will begin by explaining the interviewing process. He/she may then have the State service representative describe the class you are being tested for (e.g., such as the use of the classification in the department and the location of anticipated openings).
- You will be informed that your interview is being recorded. The recording is standard practice and in your best interest.
- You may be asked a general question, such as... "What aspects of your background do you think have best prepared you for this classification." The interview is now under way and you will be asked several more job related questions.
- The chairperson usually concludes the interview by asking if the candidate has anything to add. If you have a significant qualification to emphasize, or if you feel that something very important was overlooked, do speak up; but do so briefly. If you do not wish to speak, you may quite appropriately answer: "No, thank you." If it seems appropriate to shake hands with the members of the interview panel, it is fine to do so. If it would be awkward or uncomfortable for you, then you would probably be better off not to do so. A smile and a simple statement, such as "Thank you," should end the interview on a positive note.

NOTE: It is in your best interest to maintain examination confidentiality after your interview. Because all candidates are asked the same questions and are then rated competitively, it is extremely important that candidates keep the questions confidential. If interview questions are disclosed to candidates who have not yet been interviewed all previous scores can be adversely affected. This breach of security is considered to be extremely serious. If it is proven that a candidate disclosed the interview questions, he/she may be removed from the list or even barred from participation in future examinations. In addition, the examination may be cancelled and deemed invalid.

## EVALUATION CRITERIA

The panel is responsible for reviewing the application to ensure that the candidates meet the requirements for admittance. Once those requirements have been met, the candidate is interviewed and evaluated. The interview panel bases their decision on the following:

- The breadth and depth of your education and work experience as noted on your application.
- Your ability to analyze situations and take the effective course of action.
- The extent of your ability to understand the questions being asked.
- Your ability to communicate and the directness of your response.
- Your knowledge of the classification for which you have applied.
- Your attitude toward and aptitude for accepting increased responsibilities.
- Your ability to relate experience to that of the testing class.

## ELIGIBLE LISTS

The resulting eligible list is either dated or merged. Names of all successful competitors are placed in a specific rank according to their final score.

- **Dated list** - all competitors will have the same effective date and expiration date.
- **Merged lists** - the names of all successful competitors are merged into the list in score order regardless of the exam date. Candidate's effective dates and expiration dates may vary.



NOTE: The resulting list is no longer posted for viewing.

## LIST LIFE

The length of time an employment list will remain in effect is not less than 12 months. Lists will automatically be extended until the next examination is given (up to a maximum of 48 months). See the exam bulletin for specifics.

## CERTIFICATION

A certification list is an official hiring register categorizing candidates by specific geographical locations, tenure (permanent, limited term), and time base (full-time, part-time, intermittent).

## APPEAL PROCESS

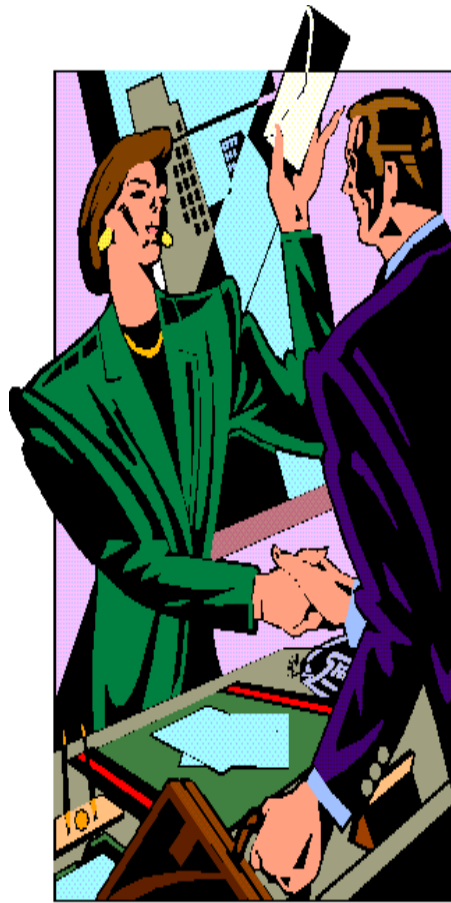
If you are refused admittance to an examination or if you feel that you have been treated unfairly in some way during the testing process, you may file an appeal. A competitor has 30 days after the notice of the result of the examination is postmarked to file such appeal. The appeal must be in writing and addressed to the SPB, Merit Appeals Office; stating the facts, information, or circumstances upon which the appeal was based.

The staff of the Merit Appeals Office will review the appeal and make the final determination. A hearing may or may not be warranted. At the conclusion of its investigation, the SPB decides whether to sustain or reject the appeal. State departments will abide by the Board's decision.

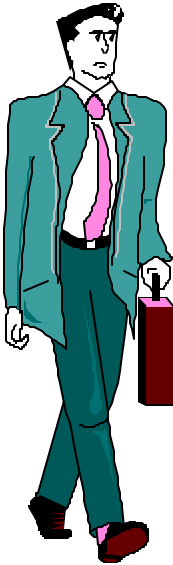
## EXAMINATION SECURITY

Under Government Code Sections 19680 and 19681, it is unlawful for any person to:

- Willfully by himself or in cooperation with another person to defeat, deceive, or obstruct any person with respect to their right of examination, application, or employment under this part or board rule.
- Willfully and falsely to mark, grade, estimate, or report upon the examination or proper standing of any person examined or certified under this part or board rule, or to aid in so doing, or make any false representation concerning the same or the person examined.
- Willfully furnish to any person any special or secret information for the purpose of either improving or injuring the prospects or chances of any person examined, certified or to be examined or certified under this part or board rule.
- Practice any deception or fraud with regard to their identity in connection with any examination, application, or request to be examined.
- Obtain examination questions or other examination material except by specific authorization either before, during, or after an examination or use or purport to use any such examination questions or materials for the purpose of instructing, coaching or preparing candidates for examinations.
- Use any unfair means to cause or attempt to cause any eligible to waive any rights obtained under this part.



## EXECUTIVE BRANCH EXEMPT EMPLOYEES



Government Code Section 18992 provides eligibility for Executive Branch Exempt employees who meet the following criteria to participate in promotional examinations, including Career Executive Assignment (CEA) examinations:

- They are non-elected exempt employees; and,
- Their salaries are not set by statute (for the most part salaries set by statute include Agency Secretaries and Department Directors). Refer to Government Code Section 11550 et seq.; and,
- They have been employed as an Executive Branch Exempt employee for at least two consecutive years. (The two years do not have to be current); and,
- They have been appointed pursuant to subsections (c), (e), (f), (g), (i), or (m)1 of Section 4 of Article VII of the Constitution; and,
- They are currently employed in the Executive Branch Exempt appointment; or,
- An Executive Branch employee who resigns or is released from service may take promotional examinations, including CEA examinations for one year following their resignation or release.

Executive Branch employees retain eligibility on promotional lists as follows:

- Individuals shall maintain promotional list eligibility for the life of the list.
- As with civil service employees, the individual's name is removed from the list when they receive a permanent civil service appointment in that class.

Reference: Government Code 18992

## CEA EMPLOYEES WITH NO PRIOR PERMANENT CIVIL SERVICE STATUS

Government Code Section 18993 provides authority for CEA employees that have no former civil service position to participate in promotional examinations under the following circumstances:

- For as long as the employee remains in the CEA position, they may take promotional examinations for any class for which they meet the minimum qualifications for the department where they are serving the CEA.
- When the CEA has been terminated, they are entitled to take deferred examinations for any promotional eligible list for their department in existence at the time of the appointment termination if they meet the minimum qualifications specified for the promotional examination. The employee must request the deferred examination within 10 calendar days of the CEA termination and the department shall administer the deferred examination within 30 days of the date of the request.

Reference: Government Code 18993

## LEGISLATIVE EXEMPT EMPLOYEES

Government Code section 18990 provides eligibility for Legislative Exempt employees who meet the following criteria to participate in promotional civil service examinations, including Career Executive Assignment (CEA) examinations, must:

- have been employed by the Legislature for at least two consecutive years (does not have to be current); and are either currently employed by the legislature or are no longer employed by the Legislature but were released or resigned less than one year ago;
- meet minimum qualifications as prescribed by the class specification (in evaluating minimum qualifications, related legislative experience shall be considered State civil service experience in a class deemed comparable by the State Personnel Board based on the duties and responsibilities assigned).

NOTE: In cases where the promotional examinations are given by more than one department for the same classification, the employee must select one department in which they would like to compete. Those employees placed on promotional lists shall retain their eligibility for the life of the list or until appointed from that list to a permanent, full-time position.

Reference: Government Code 18990

## CAREER EXECUTIVE ASSIGNMENT (CEA)

[See CEA Guide \(ASL 02-02\)](#)

# **Glossary Of Terms**



- A -

<b>Accessibility</b>	The availability of programs and services to disabled persons. The term may be used in relation to architectural or physical features or have a broader application such as the employment program; i.e., ability to obtain information, participate in exams, compete for hiring, promotion, training, etc.
<b>Active Waiver</b>	Statement by an eligible that they are not interested in a job offer made through an eligible list contact.
<b>Announcement</b>	See Exam Bulletin.
<b>Appeals</b>	The process through which examinations may be challenged.
<b>Appeals Division</b>	That division within the State Personnel Board that processes, reviews and determines the validity of examination appeals.
<b>Applicant/Candidate</b>	See Candidate.
<b>Application</b>	The official document used by individuals to request competition in State civil service examinations.
<b>Application Flap</b>	The portion of the State application form upon which applicants voluntarily disclose their ethnicity/gender/disability for statistical purposes.
<b>Application Review Standards</b>	An expansion and clarification of the minimum qualifications for a class to assist in evaluating the education and experience of applicants for an examination. Set forth on the Critical Class Requirements (CCR) Form 511B.
<b>Approved Experience</b>	Experience on the CCR - Form 511B which has been determined by the examination analyst and departmental consultant to meet the minimum qualifications.
<b>Area Testing</b>	Examinations conducted to fill positions in a specific geographic area of the State. See also Spot Exam.

- B -

<b>Balanced Panel</b>	Refers to the ethnic/gender/disabled mix of the Qualifications Appraisal Panel members.
<b>Base</b>	See Exam Base.

- C -

<b>Candidate/Applicant</b>	An individual who has submitted an application to take a State civil service examination.
<b>Candidate Notices</b>	A written announcement that is mailed to the applicant, competitor, candidate regarding their participation in a specific examination, e.g., notice of acceptance/rejection for examination, notice of written test date or oral examination date, final notice of score, etc.
<b>Career Credits</b>	Three points added to the total final score for State employees with permanent status who have participated in an Open/Non-Promotional examination as defined in Government Code Sections 18950-18951. Since January 1, 1984, career credits are not awarded in exams for classes designated as "managerial" by DPA.
<b>CCRs</b>	See Critical Class Requirements.
<b>Certification</b>	The process by which the names of persons determined through examination to be qualified for hiring are referred in proper order to hiring departments.
<b>Central Testing</b>	Testing administered by the State Personnel Board.
<b>Chairperson/Chair</b>	A certified representative of the Board who is responsible for the direction and control of the examination interview panel.
<b>Chairperson Package</b>	Those written materials necessary to properly conduct examination interviews and performance tests, which are provided to the interview panel Chairperson.
<b>Challenge</b>	An objection by a competitor to the participation of an individual on an interview panel.
<b>Class</b>	A group of positions with duties that are so similar in kind and level that the same Minimum Qualifications (MQs), the same test, and the same salary range may be applied to all positions in the class.
<b>Class Code</b>	A four digit number used to identify a specific class.
<b>Class Series</b>	Two or more classes similar in duties differentiated primarily by increasing levels of responsibility which constitute a typical promotional pattern (e.g., Staff Services Manager, I, II, III).
<b>Class Specification</b>	The legal document describing the duties, knowledge, skills, abilities and minimum qualifications for a class.

<b>Classification</b>	The process by which positions are allocated to classes based on assigned duties and responsibilities.
<b>Combining Patterns</b>	The process of combining experience gained within and outside of State Service to determine if a candidate meets the minimum qualifications for entry into an examination.
<b>Competitive Application</b>	Those standards utilized on the CCR – Form 511B for review of minimum qualifications.
<b>Competitive Rating Factors</b>	General factors listed on the CCR – Form 511B used to rate all competitors.
<b>Competitor</b>	A candidate who has been accepted as an examination participant.
<b>Continuous Filing</b>	An examination for which applications may be filed at any time and kept on file. Testing is scheduled as needed or when an acceptable number of applicants have filed.
<b>Continuous Testing</b>	An examination for which bulletins are posted continuously but acceptance of applications and testing is opened and closed as needed.
<b>Critical Class Requirements (CCR)</b>	Specific competitive requirements derived from the tasks and supporting knowledge, skills and abilities for a given class which must be covered in the examination.
<b>Critical Factor</b>	A refinement of a Critical Class Requirement. A detailed description of a CCR consisting of an essential task that can be observed or measured and that is supported by the Knowledge, Skills & Abilities (KSA) required to perform the task. See also Application Review Standards, Critical Class Requirements, KSAs.
<b>Cross-file</b>	Application made on a single application for more than one examination in a series of examinations.

- D -

<b>Dated List</b>	An employment list with a specific expiration date. All eligible from that exam have the same list date. The earliest dated eligible list has precedence.
<b>Deep Class</b>	A class characterized by progressively more complex levels of assignments that are recognized by alternate salary ranges with criteria that are deemed to be minimum qualifications. Status is obtained at the same alternate range to which appointed.

<b>Delegated Testing</b>	Administration of testing by departments that are required to follow specific SPB guidelines.
<b>Departmental Promotional List</b>	An employment list of promotional eligibility for use by a specific department.
<b>Departmental Promotional Testing</b>	Testing limited only to individuals in one or more specified departments; may be centrally administered by SPB, or administered by departmental delegated or decentralized authority.
<b>Did Not Appear (DNA)</b>	An acronym used in examination records signifying that the competitor <u>Did</u> <u>Not</u> <u>A</u> ppear for a scheduled interview or performance test.
<b>DNTX</b>	An acronym used in examination records to indicate that the competitor <u>Did</u> <u>Not</u> <u>T</u> ake the <u>E</u> xam.
<b>DQ</b>	An acronym used to disqualify. To eliminate a competitor in any portion of an examination.
<b>Disqualification DQ Sheet</b>	See Interviewer's Report (Form 100-511A)
<b>Dummy Application</b>	An application submitted with name, address, and date only to meet the final filing deadline.

- E -

<b>E &amp; E</b>	An acronym used for Education and Experience exams.
<b>EEO</b>	An acronym for Equal Employment Opportunity.
<b>Education &amp; Experience (E &amp; E)</b>	An examination which measures a competitor's education and experience as described on the applications against a set of criteria.
<b>Eligibility</b>	Either: (1) Determination as to whether an individual is qualified to take an exam based on the minimum qualifications; or (2) A condition that indicates successful completion of an examination and readiness for appointment as in "gained eligibility."
<b>Eligible</b>	A competitor who has successfully completed an examination and is eligible for appointment to a particular class.

<b>Eligible List</b>	A list of competitors who have successfully completed an examination and are eligible for appointment to a particular class.
<b>Equal Employment Opportunity (EEO)</b>	Ensures all employment decisions are made without consideration of race, color, creed, national origin, disability, ancestry, sex, marital status, religious or political affiliation, age or sexual orientation.
<b>Exam Analyst</b>	The analyst who has responsibility for the design and proper administration of all examinations assigned to them.
<b>Exam Base</b>	The geographic and organizational designations on the candidate group in an examination; e.g., open statewide; departmental promotional; open spot, etc.
<b>Exam Bulletin</b>	The form used to announce a particular examination.
<b>Exam Code</b>	An identifying number assigned for control purposes to each administered examination.
<b>Exam Consultant</b>	A subject matter expert assigned by a department to assist the Exam Analyst in constructing and/or reviewing questions for a specific exam.
<b>Examination Plan</b>	The method and details of the administration of a specific examination.
<b>Expert Examiner</b>	See Paid Chair.

- F -

<b>FFD</b>	See Final Filing Date.
<b>File-in-Person</b>	An examination for which applications may be submitted only in person.
<b>Final Filing Date (FFD)</b>	The last day on which an application may be postmarked for a candidate to participate in an examination.
<b>Focused Recruitment</b>	Recruitment of examination applicants that is concentrated on reaching under represented group(s) with the goal of making hires representative of the labor force.
<b>Form 511B</b>	The SPB exam planning form which describes general predetermined competitive rating factors, the Critical Class Requirements and the competitive application factors. Also lists the approved and unapproved experience patterns for application review.

<b>Form 631</b>	A "Conditions of Employment Form", on which candidates indicate the geographic location(s), employment time base and tenure under which they are willing to accept appointment to the class.
<b>- H -</b>	
<b>- I -</b>	
<b>Inactive Waiver</b>	The failure of an eligible to respond to an employment offer which results in the eligible being placed as inactive (not certifiable) on an eligible list.
<b>Interviewer's Report</b>	The standard form (form 511A) to be completed when one or more members of an Interview Examination Panel decides to disqualify a competitor. Reports of disqualification may be customized for specific examinations. Also known as "DQ Sheet."
<b>- J -</b>	
<b>Job Relatedness</b>	Correlation between the required education, experience, knowledge, skills and abilities and the typical tasks of a classification.
<b>- K -</b>	
<b>Knowledge</b>	The facts or principles relating to a particular subject or subject area.
<b>KSAs</b>	An acronym used for knowledge, skills and abilities. KSAs identified are (series) necessary to perform satisfactorily in a specific class.
<b>- L -</b>	
<b>Lateral Transfer</b>	The movement by transfer of an employee from one class to another when the two classes involve substantially the same level of duties, responsibility, and salary.
<b>Law and Rules</b>	Refers to the State Government Code Sections and SPB rules by which the civil service system is administered.
<b>List</b>	Refers to the relative placement, by final examination scores, of persons eligible for appointment to a specific class.

<b>List Eligibility</b>	Refers to the eligibility for appointment to a class resulting from placement on an employment list.
<b>List Placement</b>	Refers to the eligibility for appointment to a class resulting from placement on an employment list.
<b>List Extension</b>	The lengthening of the original period of time for which a specific employment list was to remain in effect, up to a maximum of 48 months.
<b>List Life</b>	The length of time a specific employment list will remain in effect.
<b>List Request Date</b>	The date the department has requested that an employment list be available for certification of eligibles.

- M -

<b>Merged List</b>	An eligible list where candidates' scores are merged onto the list by score. A predetermined eligibility period is assigned and names are removed as eligibility expires.
<b>Merit System</b>	The system providing for a tenured State work force which is designed to maintain employee stability in the face of changing management. Basic to the system are the requirements that competitive job-related examinations be used to determine the relative qualifications of applicants for employment and promotion, and the restriction of management choice in hiring to the most qualified of the eligible candidates as determined by these examinations.
<b>Minimum Qualifications (MQs)</b>	The minimum amount of experience and/or education required for admission into an examination.
<b>Multiple-Choice Item</b>	A written test question in which the correct response is selected from four or more functioning alternatives.
<b>Multi-Departmental</b>	Promotional testing limited to a small group of departments in which testing a single eligible list is produced.
<b>Multiple Panels</b>	Refers to an interview examination or performance test which due to size and/or location requires the use of more than one panel.

- N -

- O -

<b>Open Exam</b>	An examination in which anyone who meets the minimum qualifications may apply.
<b>Open, Non-Promotional Examination</b>	An open examination in which open candidates and State employees are on the same eligible list. Promotional candidates are awarded three extra points (career credits).
<b>Open &amp; Promotional</b>	An examination administered for both outside and promotional candidates. A separate promotional list is established and takes precedence over an open list.
<b>Orientation</b>	Term used in reference to the introduction or clarification session regarding a given exam. Refers to either: (1) the initial session presented by the Exam Analyst to the Chairperson(s) and SMEs; or (2) the session conducted by the Chairpersons for panel member(s).
<b>Out-of-Class Experience</b>	Experience gained as the result of the performance of duties not specifically permitted under Government Code Section 19994.9, which are outside the scope of the class to which the employee is appointed.
<b>Overall Rating</b>	Either (1) the total assessment by a rating supervisor of a subordinate's potential in a promotional examination; or (2) the rating assigned by Interview Panel members which represents the score for an individual as the result of their total presentation.

- P -

<b>Paid Chair</b>	A Chairperson who is employed by the SPB or decentralized department for the express purpose of chairing interviews. The actual State service class is Expert Examiner.
<b>Panel</b>	A team usually composed of the Chairperson, one or more State Service Representatives (SSRs) and/or an independent Outside Public Member (OPM).
<b>Panel Member</b>	A member of an interview team.
<b>Patterned Interview</b>	An examination in which panel members are given specific questions (with suggested responses) which are to be asked of all competitors.
<b>Patterned Questions</b>	Questions prepared by technical experts with suggested responses that are to be asked of all competitors.



<b>Periodic Testing</b>	A delegated program which is opened according to a preestablished schedule, i.e. every few months, once a year or every few years. Applications may be submitted only during designated filing periods. Also called Continuous Testing.
<b>PRE</b>	See Promotional Readiness Examination.
<b>Pretest Study</b>	A booklet or pamphlet available to candidates which explains the examination process. The guide may include sample written test items, recommended preparation exercises for physical ability testing, vocabulary lists, etc.
<b>Proctor</b>	An individual who gives instructions and monitors a written or performance test.
<b>Promotional Examination</b>	An examination restricted to State employees.
<b>Promotional Readiness Examination (PRE)</b>	An oral examination which in its standard form includes: (1) a written description by the competitor of their promotional readiness; (2) an evaluation of that readiness by a supervisor; (3) patterned and/or structured questions; (4) limited scoring by the interview panel.
<b>Protected Groups</b>	Any class or group that is legally protected from job discrimination by EEO laws or executive order. The protected categories include race, color, religion, gender, national origin, sexual orientation, age, and Vietnam Veterans.
<b>Protest</b>	A firm objection to examination question(s), the general content of an exam; challenges misuse of established selections policies or procedures, charges of fraud, collusion or discrimination.

- Q -

<b>QAP</b>	An acronym used for Qualification Appraisal Panel.
<b>Qualifications Appraisal Panel (QAP)</b>	An oral examination process in which Panel members consisting of a Chairperson and one or more state service representatives rate competitors in the interview on competitive basis against specific Critical Class Requirements. The purpose of this panel is to determine whether or not applicants meet the competitive qualifications for the examination based on individual skills, education, and experience that are required to perform the duties of the classification as brought out in the oral interview.

- R -

<b>Ranked List</b>	An eligible list where scores have been rounded to whole numbers and combined into ranks. See Rule of 3 Ranks.
<b>Rating Factor</b>	A description of a knowledge or ability level required on the job that is used to measure competitive standing in an examination.
<b>Rating Sheet</b>	The form on which an individual's relative standing in an oral or performance examination is recorded, as designated by a whole numerical score assigned by the raters.
<b>Reasonable Accommodation</b>	The efforts made on the part of the employer to remove any barriers that prevent or limit access by disabled persons.
<b>Reception List</b>	A list usually kept by the receptionist at an examination location which lists the competitors and their scheduled interview time.
<b>Reservations</b>	Concerns or doubts about a competitor's qualifications expressed by one or more panel members during an oral examination.
<b>Rider</b>	An addendum issued after the initial bulletin release which modifies the description of an examination.
<b>Rule of Three Names</b>	A rule governing the certification of candidates in some exams limiting appointment to the top three persons on an eligible list who are interested in and willing to meet the conditions of the specific job vacancy.
<b>Rule of One Rank</b>	Rule governing certification for appointments to positions on classes designated by the Board as supervisory and tested on a promotional basis shall be made from the highest rank.
<b>Rule 235</b>	The rule which permits candidates who have moved from one department to another to compete in their former department's examination.

- S -

<b>Selection Manual/ Selection Procedure</b>	The SPB manual which describes the operational policies and procedures governing employment selection. Any measure, combination of measures, or procedure used as a basis for any employment decision.
<b>Self-Certification</b>	Statement by an applicant that they possess the required skill and/or experience for acceptance into an examination (e.g., ability to type at a specified speed.)

<b>Self- Evaluation</b>	A form completed by competitors in some examinations on which they describe in what manner they meet the CCR.
<b>Series Code</b>	An examination code for a series examination using the same code number and a two-digit identifier.
<b>Series Exam</b>	A group of examinations conducted the same date for multiple levels in a class series; e.g., Operator I, II, III.
<b>Servicewide Class</b>	A class used by several departments, the duties of which are not exclusive to a single department.
<b>Servicewide Promotional Testing</b>	A promotional examination which produces a single list of eligibles to be used by all departments.
<b>Skill</b>	A present, observable competence to perform a learned act with ease and precision.
<b>SME</b>	Acronym for Subject Matter Expert.
<b>SPB</b>	Acronym for State Personnel Board
<b>"Spec"</b>	Acronym for Class Specification
<b>Special Consultant</b>	A civil service class established to cover short-term needs for highly specialized technical skills that are not otherwise available through civil service. Only TAU appointments may be made to Special Consultant.
<b>Special Personal Characteristics</b>	Physical requirements and personal qualities for specific classes as stated on the class specification as "Special Personal Characteristics."
<b>Specification</b>	See Class Specification.
<b>Spot Exam</b>	An examination to fill vacancies in a specific geographical location.
<b>SSR</b>	An acronym used for State Service Representative.
<b>State Personnel Board</b>	(1) The Five-Member Board appointed by the Governor to ten-year terms to oversee the State Civil Service Merit System and (2) The State department that serves as staff to the Five-Member Board in areas of selection, affirmative action, and appeals.
<b>State Service</b>	An interview panel member representing one or more departments who provides

<b>Representative (SSR)</b>	specific technical expertise and appointing authority perspective to an examination interview panel.
<b>Status</b>	Employee "status" in civil service is the sum of the rights and privileges that employees gain as the result of successful examination competition, appointment to the class examined for the assumption of its duties; e.g., tenure, reinstatement, seniority, leave of absence.
<b>Status Waiver</b>	Allowing candidates with status in a class to waive an examination portion (usually the written test).
<b>Structured Interview</b>	A type of oral examination in which the competitor is given written questions or problems for review and preparing answers at the exam interview site prior to being interviewed by the panel. The competitor then presents their responses to the questions during the interview. See also Patterned Interview.
<b>Structured Questions</b>	Formal, written questions or problems which are given to competitors at the exam site prior to an exam interview. Answers are presented by the competitors during the interview; the panel has been provided with suggested responses.
<b>Subject Matter Expert (SME)</b>	A representative of a department who has thorough knowledge of the job under analysis. See also Exam Consultant.
<b>Subject to QAP</b>	Acceptance of an applicant on the condition that questionable experience or education is verified by the Interview Panel as meeting minimum qualifications.
<b>Supplemental Application</b>	A device by which the applicant must provide training, education and experience information in addition to that on the regular application.

- T -

<b>T&amp;D</b>	Training and Development Assignment.
<b>Task</b>	A discrete organized unit of work, with definite beginning and end, performed by an individual to accomplish the goals of the job.
<b>TAU</b>	Temporary Authorization Utilization.
<b>Telecommunication Devices (TDD)</b>	TDD transmits printed messages by telephone for the hearing-impaired.

<b>Telephone Interviews</b>	An exam interview conducted via telephone; used when candidates are geographically located outside the interview areas.
<b>Test</b>	A standardized type of examination, given to a group or to individuals to determine the presence or absence of a particular ability, knowledge, or skill or to determine the degree to which such KSA is present.
<b>Test Marker</b>	An individual who assists a competitor who is blind or a competitor with a disability in an examination by physically marking the test form to reflect the answer choice of the competitor.
<b>Test Reader</b>	An individual who assists a competitor who is blind or a competitor with a disability in an examination by reading testing materials for them.
<b>Test Weight</b>	The significance placed upon a portion of an examination expressed in terms of percentage of the final examination score.
<b>Training and Development Assignment (T&amp;D)</b>	A temporary assignment in a general civil service (non-classification for up to two years) for the purpose of training, return to work of an injured employee or compelling management need. The assignment may be made within or between departments and may involve duties of a classification other than the employee's appointment class. Such assignments are always voluntary.
<b>Transfer of List Eligibility</b>	Movement of an eligible's name from one list to another.

- U -

<b>Unapproved Experience</b>	Experience that has been determined unacceptable for meeting minimum qualifications for a specific class. This experience is usually indicated on Form 511B.
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- V -

- W -

<b>Waive Feature</b>	A written or oral test portion that may be bypassed based upon a prior score, status appointment, or combination thereof.
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**Waivers**

A formal refusal to accept job offers. Eligibles may waive up to 3 times before their name is removed from an open list, and no limit on the number of waivers for promotional lists.

**Written Test  
Date (WTD)**

The day on which a written test is given. When a written test is utilized, competitors must meet the MQs by the written test date instead of the final filing date.

- X - Y - Z -